

Expertise

- Balanced Scorecard KPI Implementation
- Digital IT strategies and plans
- Performance Excellence & transformation of operating model
- DevSecOps & Agile New Operating Model Transformation
- Implemented a Continuous Improvement program in government entities

Education

- Doctoral in Engineering Management emphasis on M&As from Southern Methodist University (SMU).
- MS in Software Engineering from Southern Methodist University (SMU).
- Bachelor of Engineering from American University of Beirut.

Professional Highlights

Globally Recognized continuous improvement executive and coach. IT & Network Technology Strategy Executive, Cyber Security Thought Leader, Business & Engineering Professor, Agile Coach, Lean Six Sigma Black Belt & Author. Focus on IT strategy, process excellence, Agile and Digital Transformation, digital business models, industry convergence, innovation and DevOps

Experience

Continuous Improvement Program at Government

- Implemented a CI Program at International assignment for a Government entities
- Trained the Champions to lead CI programs
- Implemented CI projects with a Budget portfolio of \$1T

Process & Operational Excellence OSS / BSS Implementation

- For a leading US telco, improved customer experience by identifying process improvement opportunities and leading their implementation
- Coached seven Green Belt projects; outage Reductions, transport control center automation, federal provisioning efficiency). Trained more than 500 employees in a Lean Six Sigma Process Excellence and Design and Innovation. Resulted in faster time to market delivering an annualized benefits exceeding \$8M

Top Telecom USA Operator – IT OSS Balanced Scorecard

- Formulated a Balanced Scorecard to measure the quality of IT Team
- Instituted a Balanced Scorecard to measure the quality of IT Team performance and workload. Provided a VP Level readout of strategic related KPIs to execution level. Resulted in 40% reduction of defects and delivering an annualized benefits exceeding \$8M



Certifications

- Master Black Belt
- Certified Lean Six Sigma Black Belt
- Certified Professional Agile Coach (ICP-ACC)
- Certified SAFe Program Consultant (SPC)
- Executive Graduate Certificates in M&As, Digital Transformation, Strategic Marketing, Finance and Accounting, Negotiations and Leadership from the Cox School of Business at SMU.

Companies

- Verizon
- Bechtel
- CCCI